



ARNOLD SCHWARZENEGGER, Governor
DALE E. BONNER, Secretary, Business, Transportation & Housing Agency
JEFF DAVI, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE

Equal Opportunity Employer
Job Opportunity

PROGRAM TECHNICIAN II

Sacramento

Permanent — Full-time

The Department of Real Estate has an opening in its Examination section. This position is responsible for processing and scheduling salesperson and broker examinations. The position is permanent full-time. The Department is located at 2201 Broadway in downtown Sacramento.

Duties of the positions may include:

Information Section:

- Answer phone inquiries in regards to salesperson and broke examination qualifications.
- Provide information on the availability of examination dates, times and sites; length of time to process applications; re-schedule examination dates over the phone; verify examination dates and results; provide information concerning the status of original or 18-month conditional licenses; and create examination records using on-line terminals.
- Analyze salesperson and broker examination applications and combination examination/license applications to ensure pertinent information has been provided and the proper fee has been received.
- Evaluate course transcripts and catalog descriptions to determine if courses are equivalent to the required statutory courses.
- Compose and send correspondence to examinees who are deficient in their qualifications or deficient in the license application portion of the combination applications as they relate to Commissioners Regulations 2910.
- Perform initial review and analysis of the law violation disclosures listed on the combination applications.
- Sort and distribute daily fax documents and general mail and prepare correspondence to inquiries received in the mail.

Necessary qualifications:

- Ability to effectively answer, screen and/or transfer incoming telephone calls; excellent technical and analytical skills.
- Ability to communicate effectively, both orally and in writing; excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members, and others; ability to function independently or as part of a team; ability to work well under pressure and within mandated timeframes.
- **Ability to successfully demonstrate keyboarding skills. A keyboarding skills test will be given, however, if you have a current typing certificate (40 wpm or greater), you will not have to take the keyboarding skills test.**

Desirable qualifications:

- Knowledge of and ability to interpret and apply Real Estate Licensing laws, rules, regulations, policies and procedures.
- Dependability and excellent attendance; On-line inquiry computer experience; Ability to lift up to 50 lbs. as necessary.
- Personal computer experience using Word or equivalent application.

Who may apply:

Current State employees at the Program Technician II level, individuals with Program Technician II list eligibility and those who are transferable to the class. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus information on your state application.**

Salary Range: \$2551 - \$3103

Submit Applications to:

Linda Luna, Personnel Services
Department of Real Estate
2201 Broadway, P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0797

For information on the positions contact:

JoAnn Mejia, SPT III
Department of Real Estate
Licensing Administration
(916) 227-0883

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

FINAL FILING DATE: July 18, 2007

Applications may be obtained from the SPB website at <http://www.spb.ca.gov>

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and only those most qualified will be contacted for an interview.